

December 14, 2012

To: Executive Board

Subject: **Contract Award - Computer Network Backup Upgrade**

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## **Recommendation**

Authorize the Executive Director to negotiate final contract terms and conditions and execute a contract in the amount of One Hundred Fifty Four Thousand Four Hundred Thirty Eight Dollars and Eighty Two Cents (\$154,438.82) with Trace3 to implement the EMC Avamar network backup system.

## **Analysis**

Foothill Transit's existing backup equipment is approaching its fifth year and is operating intermittently due to hardware failures. The tape backup is no longer working for the past year and is obsolete. Attempts to subjugate the backups are unsuccessful with the current infrastructure and appliances due to incompatible agents or software. To bring the Information Technology Disaster Recovery Plan back into compliance with best practices, a redesign and upgrade is recommended to tie the current infrastructure of virtual and physical server into a single management console of ease of recovery and backup which is crucial with the newer technologies.

Foothill Transit currently runs Symantec Backup Exec, version 12 running on a physical server to back up the physical servers to a backup storage device called Quantum. The Virtual servers are using NetApp Snap Manager to maintain the virtual server backs to our primary storage device called NetApp Storage Drives. Both devices are difficult to configure and randomly fail due to updates or some anomaly in the system. Both backup have failed to restore a server when the server has failed.

Foothill Transit needs to incorporate its entire multi-vendor backup into a single vendor, single software solution that is 100 percent compatible with all of it current virtual and physical servers. The solution will allow for quick and efficient restore of any server to keep Foothill Transit running with minimal downtimes. The new plan will have the option in the future to replicate the backup and recovery off-site to complete the best practice on Disaster Recovery plan.

EMC(Square) has a product called Avamar that provides the latest and newest technology in backup and recovery software combined with an independent hardware solution that will provide the simplest, most effective solution.

The Avamar product will be procured using a Western States Contracting Alliance (WSCA) contract. The WSCA was formed in October 1993 by the state purchasing directors from fifteen National Association of State Procurement Officials' western

Executive Board Meeting – 12/14/12  
Contract Award - Computer Network Backup Upgrade  
Page 2

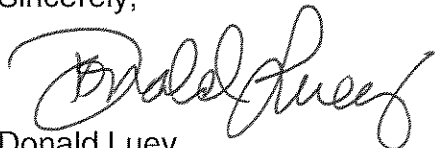
states. The primary purpose of creating WSCA was to establish the means by which participating states could join together in cooperative multi-state contracting. This approach has helped states achieve cost-effective and efficient acquisition of quality products and services. Cooperative purchases are developed by member states. A "lead-state" model is used in undertaking cooperative multi-state contracts. Cooperative purchasing benefits states as well as cities, counties, public schools and institutions of higher education. This method of procurement is allowed under Foothill Transit's Procurement Policies and has been used in the past to procure heavy-duty lifts for both maintenance facilities.

The backup of all physical and virtual servers will be house in a single location isolated and separate from our production services will provide a higher reliability. One step recovery will make management of the servers quick and easy. Reliability in their hardware is provided by RAID and RAIN technologies patented by EMC. The system has De- duplication technology and growth so as Foothill Transit grows the system can be extended to 124 TB of storage. Foothill Transit current backup storage requirement are approximately 5-6 TB of storage.

#### **Budget Impact**

The cost of the network backup system upgrade has been budgeted in the FY 2013 Information Technology capital budget.

Sincerely,



Donald Luey  
Director of Information Technology



Doran J. Barnes  
Executive Director